



**Kootenay**  
*co-op*

# ANNUAL REPORT

**2018**

June 1, 2017 - May 31, 2018



eat well. be well.



# Table of Contents

3	BOARD PRESIDENT MESSAGE	10	TRUE LOCAL
3	ABOUT THE BOARD	12	WHY ORGANIC?
4	GENERAL MANAGER MESSAGE	13	STRIKING A BALANCE
4	BEHIND THE SCENES	14	COMMUNITY GIVING
5	HUMAN RESOURCES	17	EDUCATION
6	BOARD MEMBERS	18	FINANCE REPORT
8	2018 AT A GLANCE		



## **Kootenay Co-op Vision**

We envision thriving communities with resilient food systems, where all people have access to affordable food that is healthy for our bodies, our communities, and the Earth.

## **Kootenay Co-op Mission**

We serve our members and community and strengthen our local food system by providing the highest quality, local, sustainable, and organic products at reasonable prices, in a welcoming environment, with exemplary customer service.

# Message from our President



Your Board had a busy and productive year. Our work was well supported through active committees that undertake the research and discussions that support Board decisions. These committees include Finance, Outreach, Governance, and Human Resources. The depth and diversity of skills

amongst the Directors have really contributed to interesting and productive conversations and sound decisions on behalf of our Co-op and members. It is a privilege to serve on the Board of a business so committed to genuinely furthering the vision of thriving food systems and resilient, well-nourished communities.

Among the responsibilities of the Board is the oversight of the General Manager. Allan Broom served the Co-op well through a time of incredible change, jumping in and helping to guide us through the tail end of the construction project and the transition to the new store. His calm good sense and ability to break down mammoth jobs into do-able tasks helped make the shift from 295 to 777 Baker Street manageable and a success. We wish him well

in his future endeavors. Our new General Manager, Ari Derfel, has been in the role since the middle of July and brings a wealth of food industry experience that will help us refine our plans and ensure that our values and principles are manifested in the daily activities and offerings in the store. Please read Ari's report to learn more about his vision for our Co-op.

I wish to thank my fellow Board members who have contributed much time and wisdom to our deliberations over the past year: Alex Forsythe, Maggie Jones, Maureen Kelsey, John Kingsmill, Ina Pockrass, and Shannon Hammond, our Employee Director. We all owe a tremendous debt of gratitude to the amazing and wonderful staff who work so hard every day to make our shopping experience at the Co-op so incredible. Lastly, and most importantly, we are grateful for our many and diverse members; you are the reason for the Co-op's success. Each time you shop at the Co-op, you are making a choice for a better food system.

*-Abra Brynne, Board President, on behalf of the Board*

Members are always welcome to come join a Board meeting. For more information about attending a Board meeting, email [board@kootenay.coop](mailto:board@kootenay.coop)

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## About the Board

Our Co-op is guided by a volunteer Board of Directors - six elected by the membership and one elected by staff. Directors serve a 2-year term, and receive a small monthly honorarium towards their groceries. The Board is guided by the President, whose job it is to chair the meetings, set the agenda, and ensure that the board meets its obligations.

Our Board Committees meet monthly and are composed of Board members and staff. Engaged members are also welcome to join. E-mail [board@kootenay.coop](mailto:board@kootenay.coop) to find out more.

**The Finance Committee** oversees and reviews the financial performance, analysis, profitability and strategy of the Co-op, including annual budgets, annual audit, loan obligations, leasing and sale of commercial units, capital projects, business development initiatives, member benefits and a host of operational issues.

**The HR Committee** oversees the hiring, managing and evaluating of the General Manager, and it supports the GM in maintaining and periodically revising the Co-op's compensation plan to ensure we are set up for success in an ever-changing market.

**The Governance Committee** maintains the policy manual and attends to other policy-related tasks as delegated by the Board.

**The Outreach Committee** helps engage members, supports the Marketing Department in communications with the community, and recruits new Board members.

The members of our Board of Directors dedicate considerable time, passion, and knowledge to govern our co-operative and ensure that we continue to fulfill our mission, vision, and values. Please take a moment to engage with them and thank them for their service.

# Message from our General Manager



Dear Co-op Members,  
These are busy and exciting times!

I recently stepped into the role of General Manager in July. I am excited by this opportunity to put my passion and experience to work for the Co-op.

Now that our transition to the new store is complete, we are working to

optimize every aspect of our operation – developing communication and accountability systems to facilitate the effective and efficient collaboration of 170 staff; improving our data systems to ensure we have the best possible information to drive our decision-making; creating a five-year financial plan to build a secure financial future and address living-wage and other compensation priorities; and making sure we continue to serve you, our members, with the best possible customer service and shopping experience every time you visit us.

It is a formidable challenge to find success in today's rapidly changing business environment. Rising costs, climate change, and increasing competition require constant adaptation. It's an even greater challenge to do this while remaining steadfast in our commitment to our cooperative principles, our vision, mission, and core values.

The primary thing that allows us to find continued success is you – our members – and we need you more than ever to thrive in the modern grocery landscape. There are many ways you can help – come to a board or committee meeting and share your expertise; engage with and appreciate our hard working, talented staff who work here to make a difference in the world; be our champion and our voice in the community; and, most of all, keep shopping at the Co-op! The more you shop, the stronger we will be – more sales means more profit to reinvest in our values, more support for our local farmers and producers, and a more resilient and robust local economy and food system.

Let's work together to find the same success that has marked the last 43 years!

With gratitude,  
**Ari Derfel**, *General Manager*

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## Behind the Scenes

This was our first full year in our new store, and it was very satisfying (and somewhat challenging) to settle in and shape our 30,000 square feet of retail, storage, and outdoor spaces. We've reorganized our offsite warehouse, and we've built a covered corral for our carts and a sturdy wooden pen for empty boxes at the tills. We've improved our waste management across the store, adding compost for customers and improving our recycling options.

Our staff Health and Safety Committee meets monthly to make sure that staff are getting the support they need to do their jobs most safely. It's often little things that make a big difference - having grip tape in the receiving areas, stable shelves at the right height, or 'wet floor' signs ready where we need them.

Our green space has grown up over the last year, with a flush of new plants planted this summer around the parking lot and at the ends of the walk

way. A little green makes a big difference! We've set the foundation, irrigation, and have leveled the ground to be ready for the next phase of construction in the spring.

It takes a lot of work to keep a store our size working well and looking good; our team has a long list of routine tasks plus a huge variety of small repairs and clean-ups. If you spot anything that needs a polish or a repair, please let us know by visiting Customer Service.

Have you noticed the wooden crates around the store? They are the handiwork of Custodian Mohammed Msatat. When we realized that most options for new merchandising furniture didn't meet our standards for cost and quality, Mohammed borrowed some tools from other staffers and produced affordable crates from local lumber. The crates are versatile, easy to store, and a great addition to our Co-op.



**Kootenay**  
co-op

*Core Value*

We provide fair compensation and a meaningful, just work experience for all employees.

## Human Resources



Over the past year the Co-op has continued to grow, and we have seen many new people join our team. We hired 92 new employees and saw 83 people move on to new adventures. While the departures appear high this is generally a result of the seasonal work force we see in the Kootenays as well as many students

who join us over the summer months. This means there is rarely a dull moment when it comes to recruitment activities for the store!

This June, the BC Legislature increased the minimum wage to \$12.65 an hour, the second of a five-part increase that will bring the minimum wage up to \$15.20/hr by 2021. In addition, the Province has added a 2% payroll tax starting in January of 2019 to support the Medical Service Plan (MSP). This

year's minimum wage increase has not had a large impact on our entry-level jobs, but the upcoming increases will require us to undertake a long-term compensation review. The compensation review will ensure that we have the right mix of wages and benefits to provide our staff with fair compensation while maintaining our financial sustainability.

As we work to update our approach to compensation, we are also continuing to build our staff culture and support our staff with on-site wellness activities, like short daily meditation sessions, and staff social events. We help our staff members grow and learn by offering them the ability to transfer to new positions within the store as well as providing training opportunities both internally and externally. Through all of these various activities, we continue to focus on providing staff with a meaningful, just, and rewarding work experience

**Ashley Elliott, Human Resources Manager**



**170+**

Employees



**98**

Full-time employees



**109**

Employees with health benefits



**\$5.3**

Million in wages and benefits



**\$16.<sup>16</sup>**

Average hourly wage

# Co-op Board Members

## To be Re-elected to the Board of Directors by Acclamation



**Maureen Kelsey**

"I grew up in South Slocan and after living in Calgary for 38 years, returned to Nelson full-time in 2015. The area has always had a pull for me and my family and after making numerous trips and enjoying vacations here, we made the move!

I worked in Human Resources for over 25 years, leading an HR team and working closely with leaders of the organization. My passion is facilitation of teams and their leaders to develop and enhance effectiveness and communication. Kootenay Co-op's values of cooperation, honesty, openness and being socially responsible align with my values and I welcome the opportunity to serve another term as a Board Member with the Kootenay Co-op."



**John Kingsmill**

John is a retired lawyer and business executive. Following two decades practicing corporate law in Toronto, Yellowknife and Vancouver, John co-founded a successful Kelowna technology company, serving as its President and CEO. After the company relocated to Texas, he became the CEO of a variety rights management company that licenses intellectual property rights in new fruit varieties throughout the world. John retired to Kalso in 2015 to be closer to Johnsons Landing where he's had a recreational property since 1989. John has been a director of the Langham Cultural Society (Kalso) and the Co-op since 2016. He currently serves as the Co-op's Treasurer.

## Your 2018-2019 Board of Directors

Directors	Year Elected	Term Expiry
Abra Brynne	2015	2019
Alexandra Forsythe	2017	2019
Ina Pockrass	2017	2019
John Kingsmill	2016	2018
Maggie Jones	2017	2019
Maureen Kelsey	2016	2018
Shannon Hammond <i>(elected by staff)</i>	2017	2019

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## Members Continuing their Terms



### Abra Brynne

Abra Brynne grew up on a farm in the Okanagan Valley. Abra has worked closely with farmers and on food systems for more than twenty-five years. She has volunteered on numerous boards over many years, including the Co-op. She has been a member of the Co-op since moving to the area in 1990.



### Maggie Jones

Maggie Jones spent 18 years working in the brokerage/distribution end of the business and developed a deep appreciation and understanding of the work done by the manufacturers, distributors, and retailers. She loves to cook and has taught classes for the Co-op for many years.



### Ina Pockrass

Ina Pockrass is a retired attorney and eco-entrepreneur. She has extensive experience on non-profit boards from small, local organizations like Sustainable Berkeley, to organizations with international scope, like Women's Earth Alliance. Ina is the proud steward (with her husband) of 24 acres in the Harrop-Procter area.



### Shannon Hammond

The Co-op has been a part of Shannon's life since her parents became members in the 1980s. Shannon has worked at the Co-op since 2006 and understands and values the Co-op structure and the Co-op's place in our community. Working at the front end has given her a sense of how our members perceive us, and she is well-connected with many staff.



### Alexandra Forsythe

Alexandra Forsythe was born and raised in Nelson, BC. Alexandra is a Registered Massage Therapist, which she says allows her to hear the voices, wants, and needs of our local residents. She wants to put ideas into action, and help initiate change and healthy growth in our community.

# Fiscal year 2018 at a glance



**13,000+**  
Member-Owners

**1,000+**  
new Member-Owners

**\$137,473**  
Donated to our  
local community

**116**  
Local community  
groups supported



**\$5.3**  
Million wages &  
benefits

**170+**  
Total employees



**\$21.9**

Million total sales

**29.7%**

Sales growth over  
2017 fiscal year

**\$3.8**

Million paid to  
businesses in the  
local region

**145**

True Local Suppliers

**98**

Full-time employees

**\$1.9+**

Million in  
member savings





**Kootenay**  
co-op

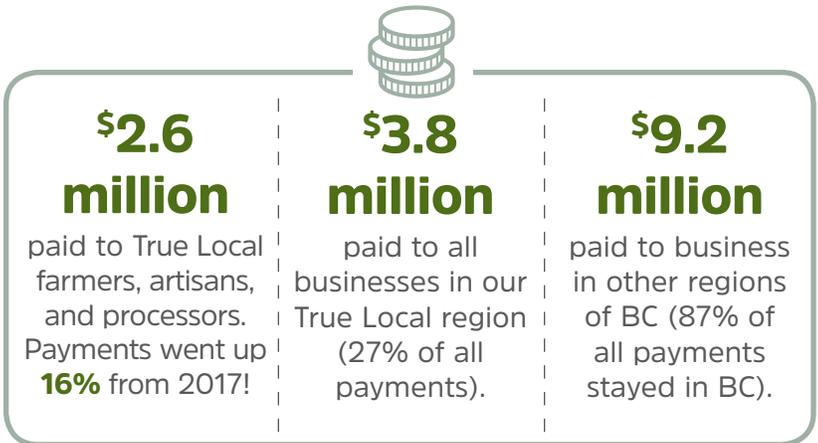
## Core Value

We favour local and regional growers, processors, and producers committed to sustainable practices.



## True Local

**True Local** is the term we use for products that were grown or made within **100 miles** of our store. Industry standards allow the word 'local' to be used for products from anywhere in the province and 50km beyond the border – that's up to 1,800 miles away! Purchasing from True Local suppliers helps dollars multiply in our communities, gives us access to the freshest food, cuts down on emissions from long-distance transportation, supports farmers and farmlands, and helps create community.



## New store, new opportunities!

Our new store and our new departments have helped increase our True Local purchases. Café and Kitchen use exclusively True Local milk, cream, and coffee, and they incorporate many other local products including bread, eggs, produce, and meat. Increased space has also allowed us to welcome more Houseware & Gift suppliers.

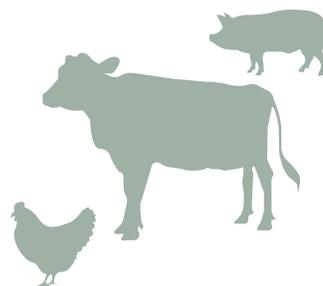
Our butchers cut meat from whole local animals, which has helped the Kootenay Co-op Butcher Shop dramatically increase their purchases from local farmers and ranchers.



### “Thank-you Kootenay Co-op!

This store and its members make it hugely possible for local farmers to grow and thrive at the local level.”

**Tyler McNaughton**, *Cutter Ranch, pork supplier to Butcher Shop and Kitchen*



**\$370,000**

2018 True Local meat purchases

**\$117,000**

2017 True Local meat purchases

## True Local by the numbers

We welcomed **20 new** True Local suppliers in 2018, bringing the total number of True Local suppliers to **145**. Our True Local suppliers include **56 farmers** and **89 other food processors and artisans** including butchers, bakers, candlemakers, chocolatiers, coffee roasters, brewers, herbal practitioners, body care makers, artists, and many more. **Five of our 20 largest store suppliers** are True Local - including suppliers of staples such as milk, eggs and bread. Combined, our True Local Suppliers received **18%** of all the payments made by our Co-op in 2018. Our Co-op's buying power is being used in our region in a big way!

### SALES OF TRUE LOCAL PRODUCTS 2018

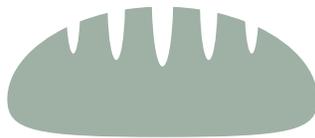
#### Organic Milk & Cream

**85,000** litres



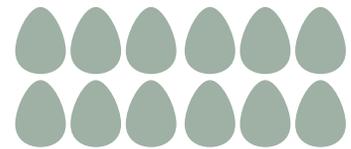
#### Bread

**37,000** loaves



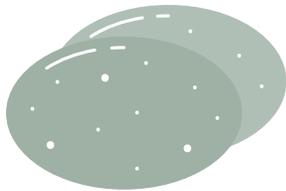
#### Organic Eggs

**46,000** dozen



#### Organic Potatoes

**27,000** lbs



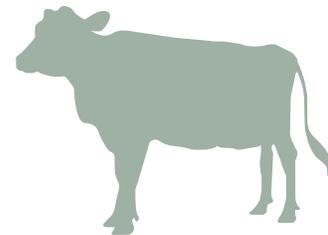
#### Organic Kale

**8,000** bunches



#### Meat

**53,000** lbs



## Get to know your amazing True Local Suppliers

Sign up for our -news, follow us on social media, or check out our website to see weekly True Local stories and supplier features, and to learn about upcoming True Local demos. Next time you see a True Local demo in the store, take a moment to meet the maker - we hosted over 100 True Local demos in 2018!





**Kootenay**  
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## Core Value

We source organic products when feasible and available.

We support certified organic products, and the people who produce them, because this system is better for soil health, for our water systems, for livestock and wildlife, and healthier for eaters too! Although many people are first drawn to organic to reduce their pesticide exposure, there are many more reasons to choose organic - the more you learn, the better it gets!

## Why Organic?

- **Our Produce department is 99% organic, 100% of the time!** Aside from two True Local suppliers and our lemongrass and lime leaves, all of our produce is certified organic.
- **Locals loves organic!** Many of our True Local suppliers are certified organic, so we can support a thriving food system in multiple ways with the same purchase.
- **Build healthy soil** – Organic farming builds the fertility of the soil, preserves biodiversity, returns carbon back to the soil, and prevents erosion, for growing healthy food now and for future generations.
- **Cut back on chemicals** – Many herbicides and insecticides commonly used in agriculture have been found to be carcinogenic, hormone replicators, or negative for children’s development. Choosing organic has been shown to significantly reduce your exposure to chemical residues and considerably reduces your farmer’s exposure!
- **No GMOs** – Organic standards, overseen by the Canadian government, forbid the use of GMOs in seeds, animal feed, or ingredients of organic food.
- **Humane treatment of livestock** – Organic standards set minimum animal welfare standards to support the animal’s health and natural behaviour – access to clean water, adequate space to lie down and groom, access to the outdoors and shelter from the elements, and reducing sources of stress from overcrowding, withholding of food or painful handling.
- **Support our farmers and rural communities** – Organic farming families earn more from their farms and employ more people per farm than average Canadian farms.
- **Organic food tastes great!** Healthy soils produce healthy food, rich with antioxidants.



**Kootenay**  
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## Kootenay co-op

### Core Value

We strive to balance equally social justice, environmental stewardship and financial responsibility.

We practice environmental stewardship, social justice, and financial responsibility because these values are intrinsic to our mission.

#### Buying

The thousands of decisions that make up our buying practices are guided by our Buying Committee, a team of Co-op staff who interpret our Mission, Vision, and Values to put products on the shelf. We choose products that are healthy for our bodies, our communities, and the Earth and that meet the needs of our members.

To support social justice, we seek out True Local, Canadian-sourced, and Fair Trade Certified products. To support environmental stewardship, we seek local, organic, non-GMO, and Ocean Wise products.

To support financial responsibility, we select products that fetch a fair price that our members are willing to pay. The result is a range of products that help individual members choose products that suit their personal values and needs.

#### Operations

Our operational practices are guided by our Facilities Manager, our Planet Committee, and our management team, with oversight by the

General Manager. We demonstrate environmental stewardship by choosing environmentally-friendly cleaning products and materials, facilitating waste-free purchasing, promoting composting and recycling, and conserving energy and water.

This year, we greatly expanded our composting and recycling in the store, and we are moving to backyard-compostable packaging for our in-house items wherever possible.

Our hiring and staff policies help local people find meaningful and rewarding work, and we now have 109 staff receiving health benefits. See page 5 for more on Human Resources. This year, we have continued to make operational improvements that increase our efficiency in the new store, such as training staff in multiple departments and adjusting operating hours.

#### Giving

Finally, we promote social justice and environmental stewardship through our support of community initiatives. A variety of grants, sponsorships, donations, and scholarships has promoted environmental, educational, and social initiatives. See page 14 for more information on Community Giving.





**Kootenay**  
co-op

*Core Value*

We are committed to philanthropy, and we support local organizations that enrich our community.



**\$52,231**  
In food donations



**\$45,428**  
Gift card fundraising



**\$26,707**  
Grants, donations & events



**\$13,107**  
Sponsorships

## Community Giving

With your help, our Co-op supports organizations and events throughout our region. This year, we supported many kinds of events ranging from big festivals to small concerts, and from fancy dinners to bike parades.

Every member of our community is part of our local food system, so we support organizations that feed people, such as the Nelson Food Cupboard, Stepping Stones, Women's Centre and Food Not Bombs. With support from our suppliers, we also provide vitamins and supplements to people in need through community partners such as the Nelson and District Women's Centre and ANKORS.

We support our local farmers through Kootenay Organic Growers Society (KOGS) by donating 3%

of our sales one day each year. This also gives our members a chance to meet their farmers and find out more about organic certification.

We support the next generation of community leaders with our annual members' scholarship and our gift card fundraiser program for schools.

Our small grants program helps local initiatives get the extra resources they need to buy new composters, rent space for an educational event, reach out to seniors with musical performances, and much more.

We also made it easier for you to donate directly to your favourite organizations with our Giving Tree program, till donations, and Café Tip Jar.

Learn more at [www.kootenay.coop/grants](http://www.kootenay.coop/grants).



Kootenay Organic Growers Society on Community Donation Day



West Kootenay Teeth Clinic



Ankors Vitamin Project, in partnership with Natural Factors



Friends of Kootenay Lake



Kootenay Kids is supported by our Vitamin program



West Kootenay Early Years Conference



Kaslo Food Hub Christmas food hamper donations.



Christmas hamper donation to Nelson Food Cupboard

# Kootenay Co-op Community Giving

#MeToo Kootenays	Fat Tire Festival	Kootenay Society for LifeLong Learning	Nelson Curling Club	Retreats	Taghum Community Hall
Aimee Beaulieu Transition House	Food Not Bombs	Koot-neigh	Nelson District Community Complex	Redfish School	The Whole School
ALS Society of BC	Friends of Kootenay Lake Stewardship Society	Kutenai Art Therapy Institute Association	Nelson District Riding Club	Renascence Arts and Sustainability Society (Tiny Lights)	Tiny Lights
ANKORS	Fuerza Mexico	Linked Through Love Foundation	Nelson Early Childhood Advisory Council	Riondel Golf Club	Tipi Camp: Guiding Hands Recreation Society
Ankors Foundation	Girl Guides of Canada	Little Oasis Benefit Society	Nelson Food Cupboard	RISE BC Wellness Centre	Touchstones
Association des Francophones des Kootenays Ouest (AFKO)	Glacier Gymnastics	LVR Band	Nelson History Theatre	Road Kings	Trafalgar Band
Balfour Recreation Commission	Glade Recreation Commissions	LVR Girls Field Hockey	Nelson Izu-Shi Friendship Society	Rotary Club of Nelson	Trafalgar Middle School
Balfour Senior Citizens Association	Granite Golf and Recreation Society	LVR Girls Soccer	Nelson Legion Ladies Auxiliary	Royal Canadian Legion	Trafalgar Middle School PAC
BC Childrens Hospital	Harrop-Procter Community Co-op	LVR Grad	Nelson Minor Hockey	Salmo Stream Keepers	Twin Rivers/ Castlegar Primary Parent Advisory Committee
BC Community Response Network	Health Arts Society	LVR High School	Nelson Neptune Swim Club	School District 8	Unity Music Festival/ Slocan Valley Cultural Alliance
Bee Awareness Society	Hume School	LVR PAC	Nelson Nordic Ski Club	Selkirk College - 3rd Year Nursing Students	Upper Columbia Co-op Council
Bigby Place	Hume School PAC	LVR Senior Boys Basketball	Nelson Overture Concert Series	Selkirk College - Castlegar Campus Gym	Valley Gems Community Theater
Brandon Salviulo Memorial Scholarship Fund	Denied Society	Mount Sentinel High School	Nelson Public Library	Selkirk College Resort and Hotel Management Program	War Child Canada
Canadian Mental Health Association	Kaslo Jazz Festival	MS Society of Canada	Nelson Reflections Synchronized Swimming	Selkirk College Special Education Program	West Kootenay EcoSociety
Canadian Organic Growers	Kaslo Food Hub	Nelson Amnesty International	Nelson Rhythm Ropers	Selkirk Fine Woodworking Program	West Kootenay Men's Basketball League
Castlegar Early Childhood Advisory Council	Kootenay Blues Society	Nelson and Area Friends of the Family	Nelson Search and Rescue	Selkirk Pro Musica	West Kootenay Pony Club
Columbia Basin Environmental Education Network (CBEEN)	Kootenay Boundary Community Services Co-operative	Nelson and District Chamber of Commerce	BCSPCA Nelson	Selkirk Social Work Students	West Kootenay Teeth
Cops for Kids	Kootenay Boundary Food Producers Coop	Nelson and District Hospice Society	Nelson Street Outreach	Shambhala Meditation Centre	Wildflower PAC
Corazon Community Choir	Kootenay Centre for Forestry Alternatives	Nelson and District Museum, Art Gallery and Historical Society	Nelson Ultimate Frisbee Association	Slocan Valley Food Bank	Wildflower School
Crawford Bay School Parent Advisory Council	Kootenay Co-op Radio	Nelson and District Rod and Gun Club	Nelson Waldorf School	Slocan Valley Recreation	Winlaw Elementary PAC
Cycling without Age Society	Kootenay Food	Nelson and District Women's Centre	Nelson Youth Action Network	South Nelson Elementary School	Yasodhara Ashram
Deconstructing Dinner	Kootenay Food Strategy Society	Nelson and District Youth Centre	North Kootenay Lake Arts & Heritage Council	SPAN - Nelson at its Best	Youth Fund Leukemia
Discover Circus	Kootenay Herb Conference	Nelson Breastfeeding Challenge 2017	North Kootenay Lake Community Services Society	Spirit of Slocan	
Ducks Unlimited	Kootenay Home Educators	Nelson Business Association	Osprey Air Cadets	St Joseph's	
Eagles Hall	Kootenay Kids	Nelson CARES	Procter Community Society	Starbilly Jam Society	
Ecole des Sentiers Alpins	Kootenay Kiltie Pipe Band	Nelson Civic Theatre Society	Radiant Wild Yoga	Stepping Stones	
Elephant Mountain Literary Festival	Kootenay Lake Hospital Foundation	Nelson Committee on Homelessness		Support Group for Youth with Chronic Pain	



**Kootenay**  
*co-op*

*Core Value*

We promote community dialogue and empowerment through education about food, health, the environment and social justice.

## Education

The Kootenay Co-op hosts cooking classes, lectures, and public events throughout the year to help our members and staff learn more about our food system and personal health.

In 2018, we hosted 30 cooking classes, six wellness classes, and several public lectures on topics such as liver health, reducing pain and inflammation, and resolving digestive issues. We also initiated our monthly member orientation tours.

Our staff members are an important resource for our members and customers as well. Our staff are here to answer your questions, and our expanded product demonstration program offers members the

opportunity to learn about and try new products.

This year, we have also published several informational guides, including Sprouting, Eating Well on a Budget, Composting, and Healthy Snacks. Guides and recipes are available on our resource-packed website and at our Customer Service Desk.

Every week, we send out an email newsletter with updates on our co-op, events, and recipes using products that are on sale.

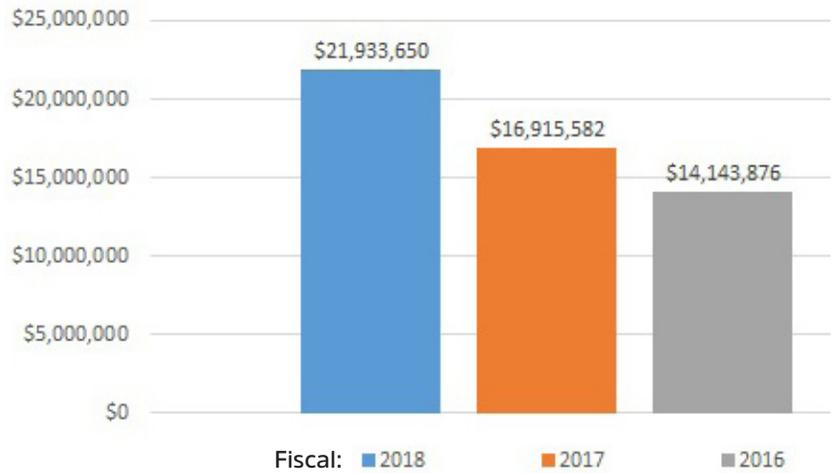
Lastly, we support local organizations who share our mission to educate and engage the community, such as Kootenay Organic Growers Society, West Kootenay Eco Society, Kootenay Food and many more.



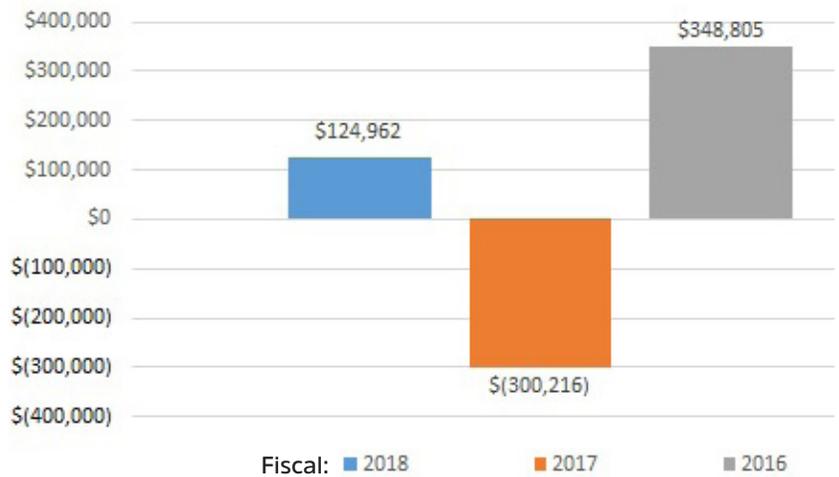
SELF-HELP · DEMOCRACY  
 SELF-RESPONSIBILITY · HONESTY  
 EQUALITY · EQUITY · SOLIDARITY  
 OPENNESS · SOCIAL RESPONSIBILITY  
 CARING FOR OTHERS

# Store Financial Report

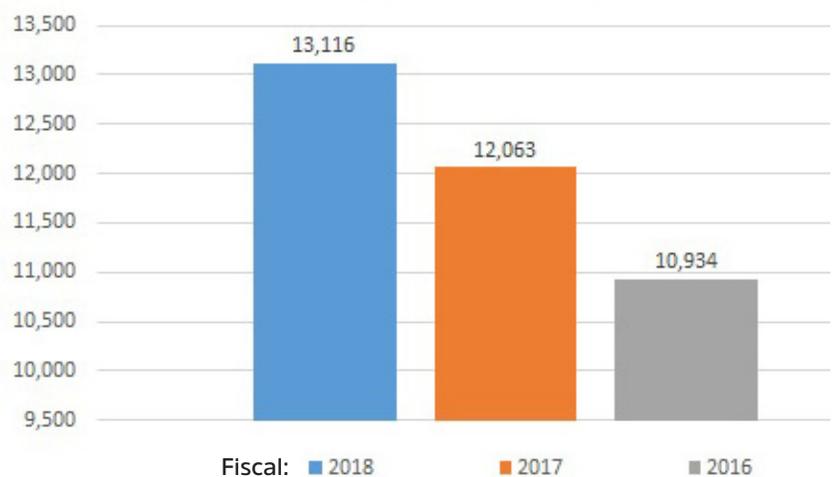
## Store Sales



## Net Income



## Store Memberships



## Community Support Store Outreach & Donations



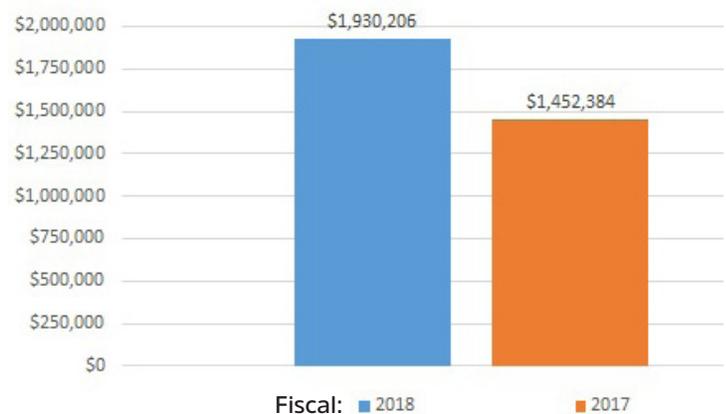
## Community Support Store Purchases from Local Suppliers



## Store Wages & Benefits



## Member Discounts



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**Thank you members  
for another amazing  
year of growth for the  
Kootenay Co-op!**



**Kootenay Country Store Co-operative**  
777 Baker St. • Nelson BC • V1L 4J5  
(250) 354-4077 • [info@kootenay.coop](mailto:info@kootenay.coop)

